

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

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CHIEF CLERK'S OFFICE

## COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0672

ORIGINAL

Regarding a complaint by (Person making the complaint):

Joyce Edwards

Against (Utility name):

Peoples ~~Energy~~ Gas Light & Coke Co.

As to (Reason for complaint)

Disconnection of Gas Service in  
violation of the Illinois Public Utilities Act

in Chicago Illinois.

### TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

623 East Groveland Park 1st fl. White

The service address that I am complaining about is

623 E. Groveland Park

My home telephone is

(312) 842-4613

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(312) 855-4880

(Full name of utility company)

Peoples Gas Co.

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

See Attachment

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See Attached

Please clearly state what you want the Commission to do in this case:

Date: 10/10/03  
(Month, day, year)

Complainant's Signature

Joyce Edwards

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

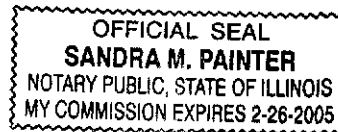
A notary public must witness the completion of this part of the form.

I, Joyce Edwards, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Joyce Edwards

Subscribed and sworn/affirmed to before me on (month, day, year) Sept. 25, 2003

Sandra M. Painter  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

## Complaint

I had been living at my present address for more than two years paying my gas account without incident when Peoples Gas decided that I owed money for gas service at a previous address. My current gas account was paid to date. I did not accept that I owed People Gas anything from this former address so I sought to verify the dates of service allegedly unpaid. From conversations with People's Gas it became clear that the dates of unpaid service encompassed a time period that I did not live at the address. Therefore, I provided documentation of the dates that I vacated the apartment at the address in question to Peoples Gas. The response I received from Peoples Gas was an adjusted time period, this time one that did encompass a three months that I did live at this address. Therefore, I requested documentation from People's Gas, which I never received. I also asked that they adjust the bill to delete the time that it was certainly clear that I did not live at the address. To no avail they did not and attempted to add on from that point interest fees against me. I disputed this action and while attempting to reach a resolution, I began to get threaten that they would cut off existing service. They began to add the disputed amount and interest to my existing account. They next disconnected my service even though I continued to pay for current service. My service was disconnected for over 1,000.00 for which at least half of that is interest and fees. They have affected my quality of living by denying me a utility. They have also unjustly affected my credit and my ability to make better my living conditions.